



State of Washington

DEPARTMENT OF SOCIAL AND HEALTH SERVICES

PO Box 45811, Olympia WA 98504-5811

LEGAL NOTICE

RFP # 0634-216

Title: Internet Website Usability Study

The State of Washington, Department of Social and Health Services (DSHS) intends to issue a Request for Proposal (RFP #0634-216) to provide Web usability testing, and consulting services.

There will be four required deliverables.

- 1) Provide Web usability classroom training;
- 2) Conduct a usability study and testing of the DSHS Internet Website to determine baseline usability information and provide recommendations for a redesign of the site;
- 3) Provide tools needed for testing, training and tracking performance and best practices;
- 4) Provide approximately 20 hours per month of consulting services on usability testing through the life of the contract.

DSHS has budgeted a maximum of \$200,000 for services resulting from this procurement.

Work is expected to begin on any contract resulting from this procurement on August 14, 2006 and to be completed eleven months from the date of contract execution.

The successful bidder shall have extensive experience in usability testing, usability tool development, Web usability training, performance measures development, user-centered skills design, consulting, coaching and mentoring.

RFP # 0634-216 will be issued on or about Monday, May 22, 2006 and responses will be due on or about June 20, 2006.

This notice and all documents relevant to this procurement will be available at the DSHS Procurements website at <http://www1.dshs.wa.gov/msa/ccs>.

Parties that are unable to access the website above, may request a hard copy by submitting their name, business name if applicable, address, e-mail, phone and fax number to:

Department of Social and Health Services
Central Contract Services
PO Box 45811
Olympia WA 98504-5811
Attn: Sandra Elliot, RFP Coordinator
RE: RFP # 0634-216

You may fax your request to (360) 664-6184
Or E-mail it to DSHSCentralContracts@dshs.wa.gov